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COMMUNITY RELATIONS PLAN

MILLTOWN RESERVOIR SEDIMENTS SUPERFUND SITE JAN 31 1990

MILLTOWN, MONTANA

PLEASE RETURN

By Montana Department of Health and Environmental Sciences Solid and Hazardous Waste Bureau January 1989

INTRODUCTION

This document identifies issues of community concern regarding the Milltown Superfund site and outlines community relations activities to be conducted during the Feasibility Study and Downstream Screening Study at the Milltown site. The Montana Department of Health and Environmental Sciences (MDHES) has the lead for the Milltown site.

This document updates Milltown Draft Community Relations Plan, prepared by

the MDHES in 1984.

This document is divided into the following sections:

I. Site background

II. Community background

III. Objectives of the community relations program at the Milltown site

IV. Community relations activities to be undertaken to inform and solicit input from Milltown area residents

- Appendices

The information for this report was gathered during discussions conducted by MDHES and an EPA contractor in Milltown and Missoula, Montana, in June 1987. Further information was gathered during the course of the following year in community relations activities in Milltown. Discussions were conducted with local officials, area residents, representatives of Milltown and Missoula business and health communities, EPA and state officials with responsibility for the site and other interested parties.

The interviews were based on the recommended questions for on-site discussions in "Community Relations in Superfund: A Handbook." However, the interviews were conducted informally; residents were encouraged to expand on topics according to their own interests and experience. The information gathered during the interviews is supplemented by background material from the MDHES personnel and records, as well as Montana Historical Society records.

I. SITE BACKGROUND

A. SITE DESCRIPTION

Milltown is a small community located five miles east of Missoula, Montana, near the Milltown Dam, at the confluence of the Clark Fork and Blackfoot rivers. The Champion International Lumber Mill and Plywood Plant is located on the northeast side of Milltown. The Milltown Dam lies across U.S. Interstate 90 west of Milltown. (See figure 1 - site map.) Milltown lies adjacent to the town of Bonner.

Sediments in the reservoir impounded behind Milltown Dam contain high concentrations of heavy metals that have washed downstream from years of mining activities in the Clark Fork Basin. The unconfined aquifer underlying Milltown is recharged by the Clark Fork River, Blackfoot River, and Milltown Reservoir. Extensive studies indicate that the groundwater flow patterns in

this area are complex.



The reservoir covers 180 acres. An estimated 29 feet of sediment has accumulated behind the dam. The reservoir holds more approximately 120 million cubic feet of sediment.

The Milltown Reservoir Sediments site is downstream from three other Superfund sites: Anaconda, Silver Bow Creek, and Montana Pole. The whole area is known as the Clark Fork Management System. (See figure 2 - site location map.)

B. SITE HISTORY

The community of Milltown had its beginning in the late 1880s and early 1890s. The first residents of Milltown were of Finnish, Swedish, and Norwegian descent. There are third and fourth generation families living there today. In 1886, the Hammond-Bonner Lumber Mill was built on the northern edge of what is now Milltown. By 1892, Milltown consisted of a dozen houses, a livery stable, a boarding house, and three saloons.

John McCormick owned the land where Milltown stands and in 1903 sold the land to the Western Lumber Company which was owned by W.A. Clark. This land also included the site which would later be covered by the Milltown Dam

reservoir. Milltown's unofficial name at this time was "Riverside."

In 1904, Clark began construction of the Milltown Dam. The dam was complete in 1908 and supplied electrical power to the mill. Later that year, a major flood hit the Clark Fork Basin. Part of the dam had to be destroyed with explosives to save the major portion of the structure. The dam underwent reconstruction in 1930 and many of the timber cribs were replaced with concrete.

W.A. Clark died in 1924, and in 1928, ownership of the town land passed to the Anaconda Copper Mining Company. In 1972, Anaconda Copper Mining Company sold their Milltown land to Champion International—U.S. Plywood Company. Many people in Milltown still lease the land their houses are on from Champion International and some are in the process of trying to buy their land from Champion. At the height of its operation, the mill employed 200 men and employs nearly that number today. In 1926, 30 million board feet of lumber went through the mill.

The first well in Milltown was drilled in 1908. In May, 1981, water samples from wells in Milltown were found to contain arsenic concentrations above the federal drinking water standard. The contaminated wells served as the water supply for 33 residences of Milltown southwest of the Burlington Northern railroad tracks. On August 20, 1981, the Montana Water Quality Bureau asked persons whose wells were affected to stop using the water for drinking and cooking. For the next three years residents hauled water from noncontaminated sources.

Milltown was designated a Superfund site in Dec. 1982 and was subsequently placed on the National Priorities List. A CERCLA Remedial Action Study in 1983-1984, which included an extensive geological and hydrological investigation, confirmed that sediments in the Milltown Reservoir were the source of arsenic contamination in the Milltown wells. On May 16, 1983, Champion International gave 12 acres to the Milltown Water Users Association. Thirty-four families live in homes on the land. The residents lease the land their houses are on and pay a monthly fee to the Water Users Association. In October 1985 the State of Montana, under a cooperative agreement with the U.S. EPA installed an alternate well and new water system to supply the



residents of Milltown with uncontaminated water.

A continuing Remedial Investigation/Feasibility Study (RI/FS) on the Milltown site was initiated in April, 1985. The continuing Remedial Investigation was expanded to include a more rigorous hydrogeologic evaluation down-gradient of the reservoir. Draft RI/FS reports were submitted in August and September of 1985. After review of the reports, it was decided that changes were necessary based on suggestions generated by the review process. The process of testing, analysis, and data interpretation was completed in the fall of 1986. A preliminary draft data report and FS were submitted in August and November of 1986.

In 1987, poor contractor performance caused MDHES to terminate the contract with their contractors conducting the RI/FS. In June 1988, MDHES selected Camp, Dresser and McKee to review the RI, resume the FS, and initiate the Downstream Screening Study.

C. COMMUNITY RELATIONS HISTORY

The Missoula City-County Health Department was contracted by MDHES in 1983 to implement the Community Relations Plan for the Milltown site. Although state agencies continued to have input into community relations activities, the local Health Department was the main contact with local residents and was actively involved with all aspects of community relations.

On April 7, 1983, a draft community relations Assessment Program submitted to the EPA received conditional approval. From that time, until late 1984, the Missoula County Health Department worked with the people of Milltown, performing various activities to keep the public informed about the Milltown site. (See appendix for detailed community relations history.)

In May 1987, MDHES hired a public information officer who acts as the community relations coordinator for the Milltown site.

In June 1987 on-site discussions in Milltown and nearby Missoula were conducted in preparation for the CRP and to determine changing public needs.

In summer 1988, EPA placed an administrative record at the Bonner School as one of the requirements of their cost recovery activities.

In late summer 1988, a group of property owners in the Bonner Junction area complained about the Montana Power Company (MPC) waste disposal ponds being constructed near their homes. MDHES and EPA met with the residents and MPC officials to discuss the situation. The Bonner Junction residents indicated their desire to hire an attorney and pursue legal action. The owners were angry that they had not been notified by MPC of the construction during the public comment period. Although the waste ponds are not MDHES's or EPA's responsibility, both agencies became involved in dealing with the property owners and providing for them information about the Milltown site and MPC plans for rehabilitation.

II. COMMUNITY BACKGROUND AND CONCERNS

The Milltown area consists mainly of residents who work for the Champion International mill. Thirty-four families are members of the Milltown Water Users Association, a group originally formed to give Milltown residents a voice when it was found their wells were contaminated with arsenic.

However, Milltown residents are only a small portion of the people concerned about the Milltown site. The Clark Fork Coalition, an environmental concerns cooperative comprised of many other groups and



individuals, has been active and vocal in the Milltown site as well as the other sites on the Clark Fork River, from Butte to Lake Pend Orielle in Idaho. The Clark Fork Coalition's major areas of concern are river-related recreation and human health.

The Missoula City-County Health Department maintains an active role in the Milltown project because the Missoula aquifer has been granted Sole Source status by the EPA Region VIII Administrator. The county health department will have an active legal role in any actions MDHES may take which could affect the aquifer. Because it is not known exactly where the contaminated groundwater plume is headed, the city-county of Missoula is concerned about possible future contamination of their water by the Milltown reservoir sediments.

The Montana Department of Fish, Wildlife and Parks is concerned about the Milltown site from a wildlife and recreation standpoint. They are responsible for monitoring the Clark Fork River system. As of June 1987, the Clark Fork River, just below the Milltown Dam was found to be carrying only 200 fish per mile while it should be carrying 2,000 fish per mile. During the last couple of years, the Department of Fish, Wildlife and Parks has been developing the Milltown Reservoir as a Canada Goose nesting site. Other concerns voiced by the Department of Fish, Wildlife and Parks is the use of the reservoir by trappers, floaters, and wild fowl hunters.

During August 1988, a group of residents in the Bonner Junction area on the south side of the river upstream of the dam came forward with strong concerns reqarding sediment impoundments planned by Montana Power Company during Phase II of dam rehabilitation. The residents main concerns included possible contamination of groundwater, dust problems during hauling, health effects related to possible groundwater contamination and breathing contaminated dust, and loss of property value of their homes. EPA, MDHES, and MPC gathered with the residents to discuss their concerns with them. While few issues were resolved at that time, it opened the lines of communication and began a forum for those residents. The Clark Fork Coalition also attended that meeting and has maintained interest in the issue. The Bonner Junction residents can be expected to maintain active, ongoing interest in any future site issues which may affect them.

Specific concerns expressed by community members during on-site discussions in the Milltown area are described below:

♦ Need for more information

Many people interviewed, including a county commissioner and the information officer for the Montana Department of Fish, Wildlife and Parks regional office, and the Clark Fork Coalition, said they need to be updated about the site. They said the MDHES has not kept them informed about the site since the new wells were installed two years ago. They requested newsletters be sent periodically to keep them informed about anything, no matter how insignificant, that may be happening in the Milltown area.

Need for more basic information

Some people interviewed said they feel overwhelmed by the technical language used by the MDHES and EPA. They requested more plain language be used in fact sheets and encouraged more newsletters. The Milltown Water Users Association expressed a need for more informal, small discussions to be conducted by the MDHES.



Concern about contamination of other aquifers

The Missoula City-County Health Department expressed concern that the contaminated sediments in the Milltown Reservoir will also contaminate the aquifer which is used as the municipal water supply for the city of Missoula.

III. OBJECTIVES OF THE MILLTOWN SITE COMMUNITY RELATIONS PLAN

Based on an assessment of the key community concerns described above and the history of community involvement, the community relations program for the Milltown site should be designed to help area residents and other interested parties keep up-to-date on site activities, understand the Superfund process, learn who is responsible for the cleanup, and participate in activities at the site. To be effective, the program must respond to varied interests at the site.

The appropriate activities are outlined as follows:

1. Keep interested parties and local officials informed about activities at the site.

Information should be provided to the public during any and all stages of the Superfund process. Handle all media and public inquiries through a single central contact with the Department of Health and Environmental Sciences. Provide all information, especially technical information, in a manner understandable to all interested parties. Make available to the public a list of repositories. Keep local officials informed of developments and activities at the site. Most officials interviewed during the on-site discussions have not been in the Milltown area more than two years, and thus were not present when the well was installed. Most officials were not clear on the status of the site, but expressed a desire to be kept informed of even the minor developments and activities.

2. Encourage the public to voice their opinions, concerns and questions about the site.

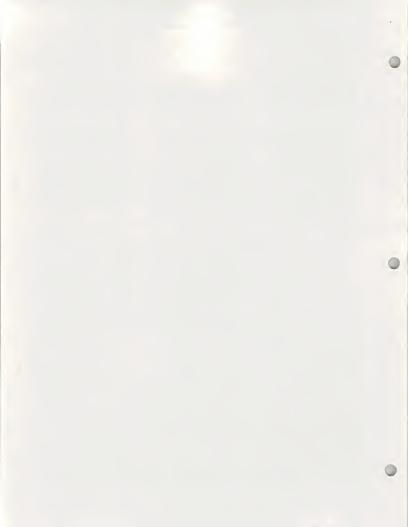
Public meetings should include a chance for the public to speak out or to ask questions. A comment period should be allowed at the various study and decision stages.

3. Resolve confusion about interaction of site issues in the ${\tt Clark\ Fork\ Basin.}$

Some citizens have expressed confusion about how the Clark Fork Basin Superfund site activities interact with each other.

4. Resolve confusion about how different agencies interact on the Clark Fork River Management System.

With so many agencies performing studies and writing reports, it is overwhelming to the average person to understand who is in charge and what will be done about the site. Progress reports should explain who is doing



Remain sensitive to changes in community or public concerns and monitor the public relations situation throughout the site work.

Changes in public opinion can happen quickly and may not be immediately obvious to Superfund personnel. Interviews are not necessary for every step of the process, but changes should be reported to the State's Superfund Public Information Officer.

IV. COMMUNITY RELATIONS ACTIVITIES

There are several groups of people who will probably continue to be actively involved in all Milltown site activities. The Clark Fork Coalition has been involved in all Superfund sites along the Clark Fork River. The Milltown Water Users Association and the Bonner Junction property owners have expressed interest in further happenings at the site. The Missoula City-County Health Department will be interested in any new information about groundwater if it affects their municipal water supply and the Montana Department of Fish, Wildlife and Parks will be interested in events relating to recreation and habitat.

The techniques listed below are methods to meet the community relations objectives outlined in the previous section. Project staff must remain sensitive to community attitudes and atmosphere and revise the plan as conditions require. Following is a list of the community relations activities:

1. Citizen group meetings

Periodic information meetings should be held with the Water Users Association, Bonner Junction residents, and Clark Fork Coalition. As major findings and information of value and interest to the residents are developed, group meetings will be held to keep the residents informed. Once the feasibility study has been completed and remedial alternatives identified, a meeting will be held with the residents to get their comments, suggestions and preferences. Notification will be given at least two weeks before the meeting and comments will be accepted for at least three weeks after the meeting.

2. Press Releases

Press releases are an important means of getting information to the public. Most people interviewed said they learn about the Milltown site by reading about it in the Missoulian or by hearing about it on television or radio. When asked which stations they watch or listen to, various residents named all stations in the area.

3. Progress Reports

Progress Reports, unlike press releases, will be sent to the public



also. Some people interviewed during the on-site discussions complained that the fact sheets they have received are too technical. Progress Reports should be written in layman's terms and more attention should be given to the length of each section. Many fact sheets are too wordy and discourage the reader from finishing them. Topics of interest should be broken into separate sections. A larger typestyle should also be considered, as should the use of more and easily understood graphics.

4. Public Meetings

After the completion of the feasibility study, a public meeting will be held to obtain public comments and input. Prior to the meeting, the feasibility study should be made available for public review. This meeting will allow input from all interested parties, such as public interest and environmental groups, public agencies and officials, and individuals. Other public meetings will be held as necessary.

5. Update repositories

MDHES will keep an inventory of the documents in the Milltown site repository and check the repository at least once a year to make sure no materials are missing. This inventory will be evaluated for completeness and any missing reports will be replaced.

6. Personal one-on-one contact

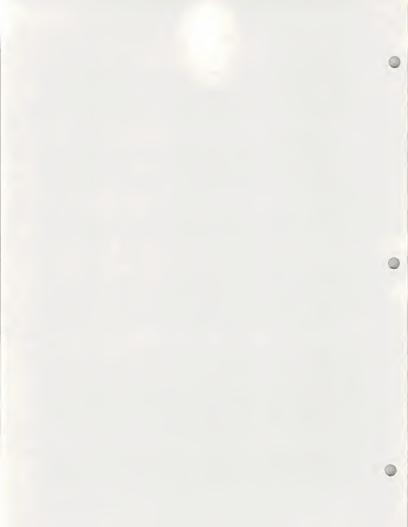
Door-to-door and telephone contacts should be made at least a week before any sampling is done. This procedure will be used, not only to gain access to private property, but also to inform the public about the sampling process. When practical, contacts will be made by people working in pairs for safety. The contact people should deliver a letter or packet of information from MDHES. The information should explain the issues and provide residents with names and phone numbers of persons to contact for further information.

7. Follow community relations protocol for sampling

MDHES should follow a sensitive, predictable system for obtaining permission to sample, making appointments to take samples, and conducting sampling activities, and making samples available to the residents for their use. This protocol should be adopted by the involved agencies, as well as contractors involved in Superfund activities at the site. See appendix for document samples. These sample forms will be used as necessary. While some forms may be appropriate during some sampling events others may not. Results of samples analyses will be provided to the appropriate landowner as soon as possible after the data has been quality control checked.

9. Educate the public about their role in site participation

Develop and use information to be included in Progress Reports describing the Superfund community relations program and public comment provisions. This should include the names, locations, and hours of the



information repositories, as well as the names, addresses, and phone numbers of EPA and MDHES personnel to contact with specific questions. It should also include general information about the Superfund process and public comment provisions. Technical personnel should always carry a supply of Progress Reports to be handed out when conducting on-site activities.

10. Continue to remind the public of the toll-free hotline

A toll-free Superfund hotline was set up at the Montana Department of Health and Environmental Sciences in June 1987. The purpose of the line is to give the public a clearinghouse for their questions, comments, and concerns about any Superfund activities in Montana. The toll-free number should be included on all press releases, newsletters, fact sheets, flyers, etc. Small posters could be placed in public buildings in the Milltown area.

11. Hold regular meetings among key personnel involved in the Milltown site

To provide coordination among the activities in progress at Milltown, key personnel should meet periodically. Key personnel may include MDHES and EPA project staff, community relations representatives, a representative of the Governor's Commission on the Clark Fork River Basin, local officials in Milltown and Missoula. (Local officials will include, but not be limited to county commissioners, Missoula County Health Dept., Montana Dept. of Fish, Wildlife and Parks, Milltown Water Users Association, Clark Fork Coalition, and U.S. Congressional aides.)

12. Maintain and update the mailing list

Because little contact has been made with the public in Milltown in the past two years, mailing lists need updating. Every fact sheet and newsletter should have a section for people to fill out if they wish to be added to the mailing list.

13. Prepare responsiveness summaries

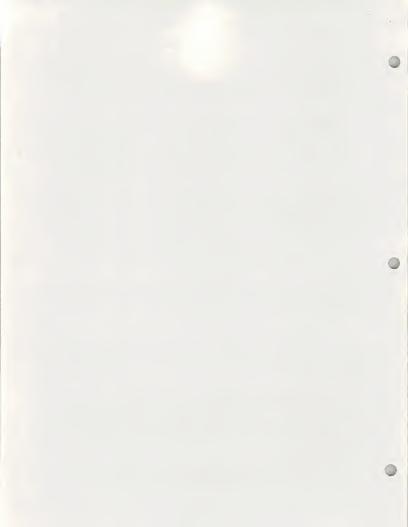
Responsiveness summaries should outline public concerns and issues raised during the RI/FS and each public comment period on the draft FS Report. In addition, the Responsiveness Summary describes responses made by MDHES and EPA to these concerns.

14. Revise the Community Relations Plan

Once the final Record of Decision has been issued for the Milltown site, the Community Relations Plan must be revised to include community relations activities appropriate to the Remedial Design/Remedial Action phase and to reflect changes in community concerns as a result of site remedies. On-site discussions should be held again at this point to ensure that new concerns are identified.

15. Press contact list

The $\bar{S}PIO$ will maintain and yearly update the press contact lists for the various sites. The list will include all press contacts in those areas and



16. Press meetings

Meetings with the press are especially helpful when MDHES has a large amount of information they would like to convey to the media. These meetings can be held in the afternoon before public meetings. In these press meetings the project manager can give the reporter a brief rundown of what he or she will speak about at the public meeting. The advantages of this approach, versus no meetings or a press conference, are as follows: a) The reporter has ample opportunity to ask questions and clarify points; b) taking time with the press shows them that we are interested in them and in their accuracy; c) reporters who aren't as familiar with Superfund can catch up on more basic points; d) Superfund personnel and the reporter have a chance for better one-on-one discussion. The Superfund personnel can get a better feeling for the reporter's attitude and understanding of Superfund and build a better working relationship with the press.



Interested persons list for the Milltown Reservoir Sediments Superfund site

Montana Department of Health and Environmental Sciences

Dr. Pratt, department director Michael Rubich, Superfund manager Phil Hertzog, project manager Janie Stiles, Superfund public information officer Montana Department of Health and Environmental Sciences Helena, MT 59620

EPA, Helena Office

John Wardell, director Eric Finke, Superfund manager Charles Coleman, remedial project officer U.S. EPA Federal Building 301 South Park Helena, MT 59626

Congressional Contacts

Senator Max Baucus Attn: Kim Krueger Federal Building Butte, MT 59701

Senator Max Baucus Attn: Kim Krueger Federal Building Butte, MT 59701

Senator Max Baucus Attn: Marilyn Kramer 202 Fratt Building Billings, MT 59101

Senator Max Baucus Attn: Sue Tillett 211 North Higgins, Suite 102 Missoula, MT 59807

Senator Max Baucus Attn: Mike Cooney 32 North Last Chance Gulch Helena, MT 59601



Senator Max Baucus Attn: Ron Cooper 706 Hart Office Building Washington, DC 20515

Rep. Pat Williams Attn: Jim Foley 2475 Rayburn Building Washington, DC 20515

Rep. Pat Williams Attn: David Blair 302 West Broadway Missoula, MT 59806

Sen. Conrad Burns Attn: Julie Altemus 200 East Broadway Federal Building Missoula, MT 59801

Sen. Conrad Burns Attn: Betti Hill 208 North Montana Suite 202A Helena, MT 59601

Sen. Conrad Burns Attn: Dennis Rehberg P.O. Box 3311 Billings, MT 59103

Sen. Conrad Burns Senate-Hart Office Building Room 825A Washington, D.C. 20510

State Agencies

Governor Stan Stevens Office Capital Building Attn: Clark Fork Coordinator Helena, MT 59620

Montana Department of Fish, Wildlife and Parks Attn: Jerry Wells and Bill Thomas 3201 Spurgin Road Missoula, MT 59801



Federal Agencies

Federal Energy Regulatory Commission Attn: Ed Melisky 440 lst Street NW Washington, D.C. 20426

U.S. Fish and Wildlife Service 1504 14th Street West Suite 230 Billings, MT 59102

U.S. Geological Survey Attn: Roger Knapton 301 South Park, Federal Building Helena, MT 59626-0076

Public Interest Groups

Clark Fork Coalition Attn: Peter Nielsen 11990 Bench Road Missoula, MT 59802

Milltown Water Users Association Barbara Stroh, Secretary P.O. Box 509 Bonner, MT 59823

Local Politicians

Harry Fritz 675 East Central Missoula, MT 59801

Fred VanValkenburg 219 University Missoula, MT 59801

Repositories

Jack Demmons



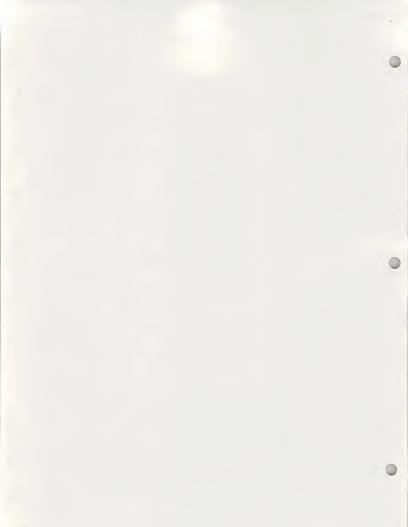
APPENDIX B

SAMPLE ACCESSING FORMS



APPENDIX B

SAMPLE ACCESS FORMS







We have completed Superfund Sampling on your property.

Thank you for your cooperation.

If you have any questions, call Janie Stiles at 1-800-648-8465 (toll-free), or 444-2821.



DEPARTMENT OF HEALTH AND ENVIRONMENTAL SCIENCES



TED SCHWINDEN, GOVERNOR

COGSWELL BUILDING

· STATE OF MONTANA

HELENA, MONTANA 59620

PERMISSION FOR ACCESS TO PROPERTY

- I, the undersigned, am the owner, his representative, or otherwise control the real property at the location described below. Representatives of the Montana Department of Health and Environmental Sciences have informed me that elevated levels of heavy metals concentrations may be present at this location, and that they may be injurious to the health of persons residing on or near this property. I also understand that further investigative efforts are needed to describe the source of this contamination and define its extent in this vicinity.
- I hereby give permission to Montana Department of Health and Environmental Sciences and their contractors and subcontractors, as well as their employees, agents and other designated representatives (who may include state and local agencies and their officials), to have access to my property and to undertake such investigations, monitoring, surveying, testing and other information-gathering as may be necessary.

Activities will consist of soil sampling.

I understand that the work described above may involve, among other things, disturbance of vegetation and the top few inches of soil on my property. I also understand that any disturbed vegetation will be restored to substantially the same condition as existed prior to such disturbance.

Property Address:

Signature of Owner/Occupant	(all	joint	owners	and	tenante	mant	-2
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(Signature)	(Date)
(Signature)	(Date)
(Signature)	(Date)



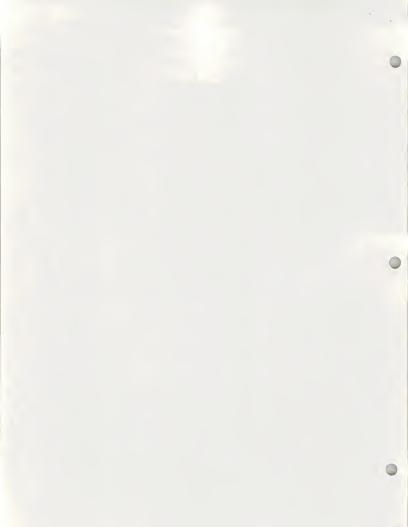
RESIDENT CONTACT SHEET

RESIDENT NAME		i,		
ADDRESS				
DATETIME_	TYPE	OF CONTACT*	TELEPHONE	- 1
				1

REMARKS

SPM or DESIGNATE

^{*} TaTelephone; LaLetter; IP=In Person



ATE	
DAY	

APPOINTMENT NOTEBOOK (Sample Page)

TIME	ADDRESS	RESIDENT	TYPE OF WORK	SUPERFUND PERSONNEL	. SPM or DESIGNATE
8 A.M.					
9					
10					
11					
12 P.M.					
1					
2					
3					
4					
5					
6					
7					
	3 ¹				



QUESTIONS AND ANSWERS ABOUT THE WELL SAMPLING

WHO?

The Montana Department of Health and Environmental Sciences and their contractors, Camp, Dresser and McKee, are conducting Superfund studies in the Milltown area. Contact the following people if you have questions about the study:

Janie Stiles or Phil Hertzog in Helena 1-800-648-8465 or 444-2821

WHAT?

We will be sampling wells near the Clark Fork River in the Pinegrove area to determine if the arsenic plume in the groundwater is moving downstream from Milltown. The arsenic plume was discovered several years ago in an area underlying Milltown. This discovery led to the state and the U.S. Environmental Protection Agency installing a municipal water supply in Milltown. Studies in 1984 showed that the arsenic had not moved from the Milltown area, but as a precaution, the state has decided to re-sample wells in your area. The arsenic is coming from contaminated sediments which have been accumulating for the past 3/4 of a century. The arsenic, along with other heavy metals originally came from mining activities upstream along the Clark Fork Basin.

HOW?

Camp, Dresser and McKee will be in the Pinegrove area beginning around Oct. 31 or Nov. 1 to take the well sample. If you have a wafer softener, softener. We need for you to run the water for approximately one-half hour before they take the sample so that any minerals or metals in the tank or in the wall casing will be washed out. If you prefer, this water can be run through a garden hose and/or sprinkler so the water is not wasted. The sample can then be taken from the outside spigot. This will ensure accurate results. A representative of Camp, Dresser and McKee, probably Dennis Smith, will call you and arrange a time to take the sample. He will also tell you what date he will be there.

WHY?

The well sampling is part of a bigger study which the Montana Department of Health and Environmental Sciences is conducting in the Milltown area as part of the Superfund project. Other studies we are doing include sampling of river sediment and irrigated lands, measurements of well depth, and so on. Periodically, we will send out progress reports on site activities. Your name will automatically be added to the mailing list for these reports. If you wish to receive further information about Superfund, in general, please contact Janie Stiles at the phone number listed above.

